IP Phone 1210

IP Phone 1210 User Guide — CICM

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New in this release

The following sections detail what is new in *IP Phone 1210 User Guide — CICM*, (NN10300-902) for this release.

- "Features" (page 7)
- "Other changes" (page 7)

Features

This document is new for release CICM0110.

Other changes

There are no other changes for this release.

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Overview

Nortel IP Phone 1210 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

When you are logged on the system, the handset and keypad of the IP Phone 1210 operate in the same way as a standard Meridian Business Set (MBS) telephone. With the correct permissions, additional services and features can be accessed using the softkeys of the function display area. The four softkeys located below the display area can consist of a Menu softkey and three feature softkeys. The navigation keys can be used to select a particular menu option. The three feature softkeys can be configured by your system administrator to activate features provisioned on the line without having to use the dedicated feature key. The default Centrex features available on the softkeys are Transfer, Forward, and Conference. For more information, see “Softkey functionality” (page 12).

The following figure shows the location of the keys and the components of the IP Phone 1210.

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Figure 1
IP Phone 1210 components

IP Phone terminal description

Nortel IP Phone 1210 supports the following telephony features:

- four context-sensitive soft keys
- volume control bar to adjust ringer, speaker, handset, and headset volume
- ability to change the programmable line DN/feature key labels
- two specialized feature keys fixed telephony keys (three with LED status)
  - — Services
  - — Copy
- six call-processing fixed keys:
  - — Mute
  - — Handsfree
  - — Goodbye
  - — Applications
  - — Headset
  - — Hold
- standard telephone dialpad
- functional attributes:

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  - — IEEE 10/100 integrated switch with both LAN and PC ports
  - — active Ethernet link LED indication
  - — integrated headset port for optional third-party wired headset
  - — visual ringing alert/Message Waiting Indicator
- four-way Navigation Cluster plus Enter Key
- multifield LCD screen, 5 line x 25 character display with antiglare coating
- automatic network configuration
- supports standard TFTP or Nortel UFTP (Unistim FTP) for firmware download.

Terminal display

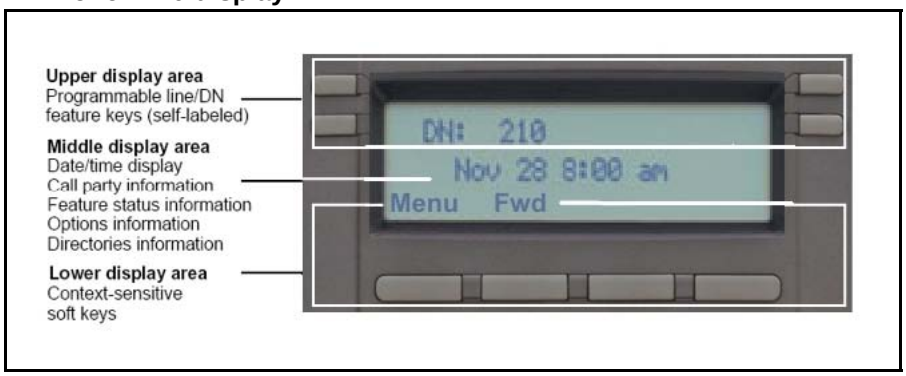
Nortel IP Phone 1210 display has three distinct areas:

- The upper area shows line and feature key status.
- The middle area shows single-line information for items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information, and telephone information.

  When a hard key value is all digits, the display shows a maximum of seven digits and not ten.
- The lower area displays labels for the configurable softkeys. For more information, see “Softkey functionality” (page 12).

The following figure identifies each section of the display, and shows the location of the user-defined feature keys and the soft keys.

Figure 2
IP Phone 1210 display



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Softkey functionality

Softkey functionality allows access to a small subset of Centrex features on Nortel IP Phone 1210 softkeys, located below the main display and to the right of the Menu softkey. The administrator has the ability to change, enable, or disable the softkeys. The default features for these softkeys are Transfer, Forward, and Conference. The softkeys can be utilized when you are not navigating the CICM menus.

The softkeys share the same display lines that are used to display information to the user, therefore, the softkey labels disappear during a call or when a feature such as call forward is provisioned.

For more information, see *CICM IP Phones Fundamentals*, (NN10300-135).

Terminal indicators

The IP Phone terminal uses light-emitting diodes (LEDs) of different colors to indicate the current state of the terminal. The following table describes each color its associated state.

A steady indicator means that the extension or feature beside it is active. A flashing indicator means the line is on hold or the feature is in the process of being programmed.

Indicator	LED color	Meaning
Message waiting	Red (located at the top of the set)	Indicates when a message is waiting, or a call is missed. If you miss a call and the caller does not leave a voice message, the indicator is illuminated without interruption. If you miss a call and the caller leaves a voice message, the indicator may be illuminated without interruption, or it may flash or flicker or wink or twinkle or blink, depending on system administrator configuration.
Handsfree	Red (located on the front near the handsfree key)	Lit when the handsfree feature is active.
Headset	Red (located on the front near the headset key)	Lit when the headset is in use.

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Indicator	LED color	Meaning
Mute	Red (located on the front near the Mute key)	Lit when the mute feature is active. The system administrator can configure the mute lamp to be steady on or blinking.
Link/Data	Green (located on the back cover near the network Ethernet jack)	Lit when the link is alive and flashes to indicate activity.

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IP Phone 1210 menu systems

After you successfully log on, the menu systems are active and available. An up or down arrow beside an item indicates the navigation key you can press to scroll to the next item. Labels appear next to the soft keys, in response to items selected on the screen.

The IP Phone main menu system provides access to these menus and functions.

Logoff

Use this item to log off from the network.

See “Logging off” (page 29).

Audio

If you have permission to change the default volume on the handset, headset, and handsfree speaker, an item called Audio appears in the main menu. If you do not have permission, Audio Profile appears instead.

Use the audio menu to:

- view and edit your audio profile
- change the volume of the handset, headset, and handsfree speaker
- select a ring tone

See “Using the Audio menu” (page 49).

Display

Use this item to adjust the contrast level of the display.

See “Adjusting the contrast level of the display” (page 53).

Features

Use the Feature menu to access these submenus:

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Assign

Use the Assign menu to:

- define the key type
- enable and disable autoscroll
- enable and disable the Inbox

See “Using the Assign menu” (page 55).

Label

Use the Label item to change a label associated with a feature key.

See “Labeling a feature key” (page 59).

Options

Use the Options menu to:

- enable and disable auto hide
- define your default feature
- enable the Outbox feature

See “Using the Options menu” (page 59).

Reset

Use the Reset item to reset the feature keys to the default settings.

See “Resetting the feature key to the default settings” (page 61).

Language

Use the Language item to select the language used in the display.

See “Selecting a language” (page 63).

Time

Use the Time menu to:

- select a time zone
- enable or disable Daylight Saving Time
- select the format used to display the time
- select the format used to display the date
- reset the time to the defaults

See “Using the Time menu” (page 65).

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User

Use the User menu to:

- view your user name
- view your login type
- enable or disable auto login feature
- change your password

See “Using the User menu” (page 69).

History

Use the History menu to:

- reset the Inbox
- reset the Outbox

Diagnostics

Use the Diagnostics item to test the local mode.

See “Testing the local mode” (page 73).

Upgrade

Use the Upgrade item to perform a firmware upgrade. Use the Upgrade item to perform a firmware upgrade. This item appears in the menu only if a firmware upgrade is available.

See “Performing a firmware upgrade” (page 75).

Menu hierarchy

The following figure shows the hierarchy of the IP Phone 1210 menus.

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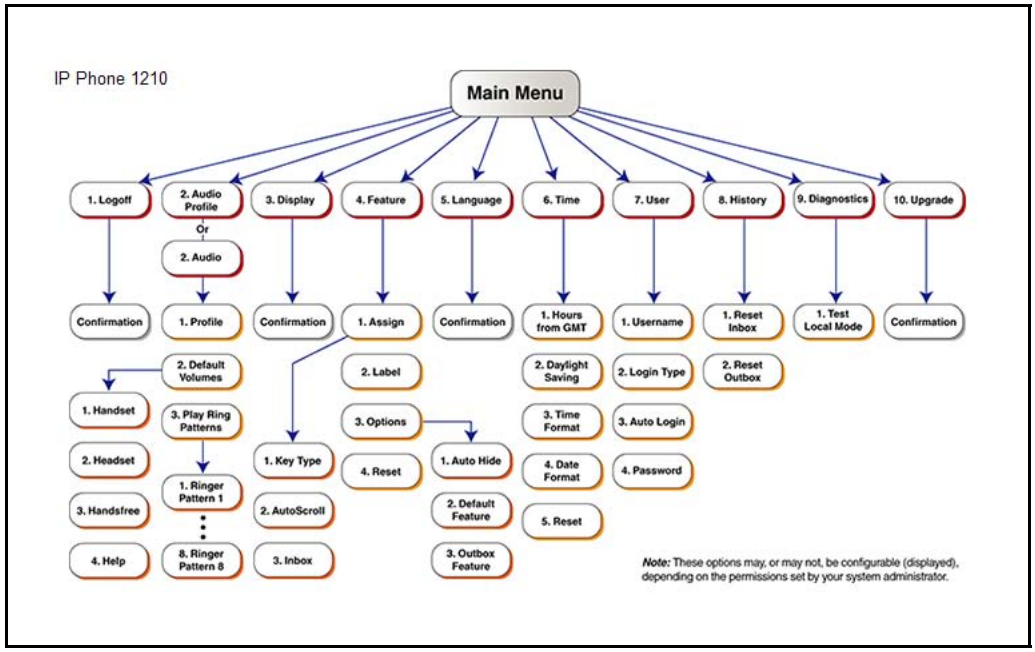
Figure 3
IP Phone 1210 menu hierarchy



How to use the navigation keys

The IP Phone terminal has five keys that you use to navigate the menus, and to help you to enter text in the display. See Figure 1 "IP Phone 1210 components" (page 10) for the location of these keys.

When the menu system is active, the navigation keys behave this way:

- up key—return to the previous menu item
- down key—go to the next menu item
- left/right key—active when you can enter text. To move the cursor to the left, press the left key. Press the right key to move the cursor to the right.
- send key—select the menu item

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Configuring Local Tools Menu Options

Many of the options in this section are for administrator use only. Do not make changes unless instructed by an administrator.

Your system administrator can establish a password for the Local Tools menu. When the password is enabled, a password prompt dialog box appears when you attempt to access this menu. If this happens, contact your system administrator.

Your IP Phone 1210 has both local and server-based options. Press the **Services** key twice to access the Local Tools menu, which is organized into the following submenus:

- “Preferences” (page 21)
- “Local Diagnostics” (page 22)
- “Network Configuration ” (page 22)
- “Lock Menu” (page 23)

If a menu entry has a number in front of it, you can select that entry by pressing the associated key on the dialpad. For example, in the Local Tools menu, you can access **2. Local Diagnostics** by pressing the 2 key on the dialpad.

The function of some keys on the IP Phone varies depending on the situation. Navigation key functions in the menus are described in the following table:

Table 1
Navigation key functions in menus

Key	Function
down key	Moves the highlight down
up key	Moves the highlight up
right key	Select the current menu item
left key	Close the menu

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send key	Select the current menu item
Enter digits on the dialpad	Select the associated menu item
Stop soft key	Close the menu

Navigation key functions in dialog boxes are described in the following table

Table 2
Navigation key functions in dialog boxes

Key	Function
down key	Scroll the window down
up key	Scroll the window up
right key	Go to the next Edit item
left key	Go to the previous Edit item
send key	Toggle Edit mode on or off Toggle the check box status

If you are working in Edit mode, the first field of the item is highlighted and a blinking cursor is to the right of the current edit position. The navigation key functions in Edit mode are described in the following table:

Table 3
Navigation key functions in Edit mode

Key	Function
down key	Open the list Move the highlight down the list
up key	Move the highlight up the list
right key	Select the current list item Move the cursor to the right
left key	Delete a character in the edit field
send key	Select the highlighted item in the Exit edit mode box
Enter characters or digits on the dialpad	Insert characters or digits at the current cursor position

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Preferences

The Local Tools menu Preferences submenu offers the following choices:

- “Display Settings” (page 21)
- “Languages” (page 21)

Display Settings

Use the **Contrast** tool to alter the physical settings of the display.

Changes you make to contrast in this menu are lost if the phone is reset. Nortel recommends following “Adjusting the contrast level of the display” (page 53).

Step	Action
1	Press the **Services** key twice. The Local Tools menu is displayed.
2	From the **Preferences** menu, select Display Settings.
3	Press the send key.
4	Press the up/down arrow keys to increase or decrease the selected value.
5	Press the **Exit** soft key. Changes are saved automatically.

--End--

Languages

The Languages option allows you to select the language used on your phone.

This language setting controls the language used in the local menus on your phone only. To select the language used by features on your phone, see “Selecting a language” (page 63).

Selecting the language used in local menus

Step	Action
1	Press the **Services** key twice. The Local Tools menu is displayed.
2	From the **Preferences** menu, select Languages.
3	Press the up/down navigation keys to scroll and highlight the desired language (for example, German [Deutsche]).

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4 Choose one of the following:

- Press the **Select** soft key to save the desired language.
- Press the **Cancel** soft key to keep existing configurations.

5 Press the **Exit** soft key. Changes are saved automatically.

--End--

Local Diagnostics

The Local Tools menu Local Diagnostics submenu offers the following choices:

- “IP Set and DHCP Information” (page 22)
- “Network Diagnostic Tools” (page 22)
- “Ethernet Statistics” (page 22)
- “IP Network Statistics” (page 22)

Press the **Return** soft key at any time while working with tools in the Local Diagnostics submenu to return to the Local Diagnostics submenu. Use the **Return** key in this way to quickly gather information and run tests without exiting and reentering the Local Tools menu. For example, you can check the Ethernet Statistics, then press **Return** and enter the Network Diagnostics Tools to ping an IP address.

IP Set and DHCP Information

The Network Configuration tool is used to view reports about IP set and DHCP operation. This tool is for administrator use only.

Network Diagnostic Tools

The Network Diagnostic Tools menu contains tools that are used to diagnose network problems. This menu is for administrator use only.

Ethernet Statistics

The Ethernet Statistics tool is used to view reports about Ethernet operation. This tool is for administrator use only.

IP Network Statistics

The IP Networks Statistics tool is used to view reports about network operation. This tool is for administrator use only.

Network Configuration

The Network Configuration tool displays information that was configured when the IP Phone was installed. This tool is for administrator use only.

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Lock Menu

Your system administrator can use the lock menu tool to protect the Local Tools menu items from accidental or unwanted changes. This tool is for administrator use only.

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Connecting the IP Phone to the LAN

Follow this procedure to connect the terminal to the Local Area Network (LAN), and to a power source. See Figure 4 "IP Phone connectors" (page 26).

Prerequisites

IP Phones can be powered by an AC adapter or over a LAN. Contact your installation technician to identify the correct power option.

CAUTION
Risk of equipment damage
Do not plug the IP Phone 1210 into a regular telephone jack. This causes severe damage to the terminal. Consult your system administrator to ensure that you plug your telephone into a 10/100BaseT Ethernet jack.

Step	Action
1	Connect one end of the CAT-5 line cable to the LAN Ethernet port, identified with a LAN icon, located on the back of the terminal.
2	Connect the other end of the CAT-5 line cable to the IP network jack. For a terminal sharing LAN access with a PC, connect a second CAT-5 line cable to the PC Ethernet port located on the back of the terminal, identified by the PC icon. Connect the other end of the cable to the Ethernet port on the computer.
3	For a secure power connection, thread the cord around the strain relief, retaining hook, and channel on the back of the terminal.
4	Secure the terminal footstand to the terminal base.

--End--

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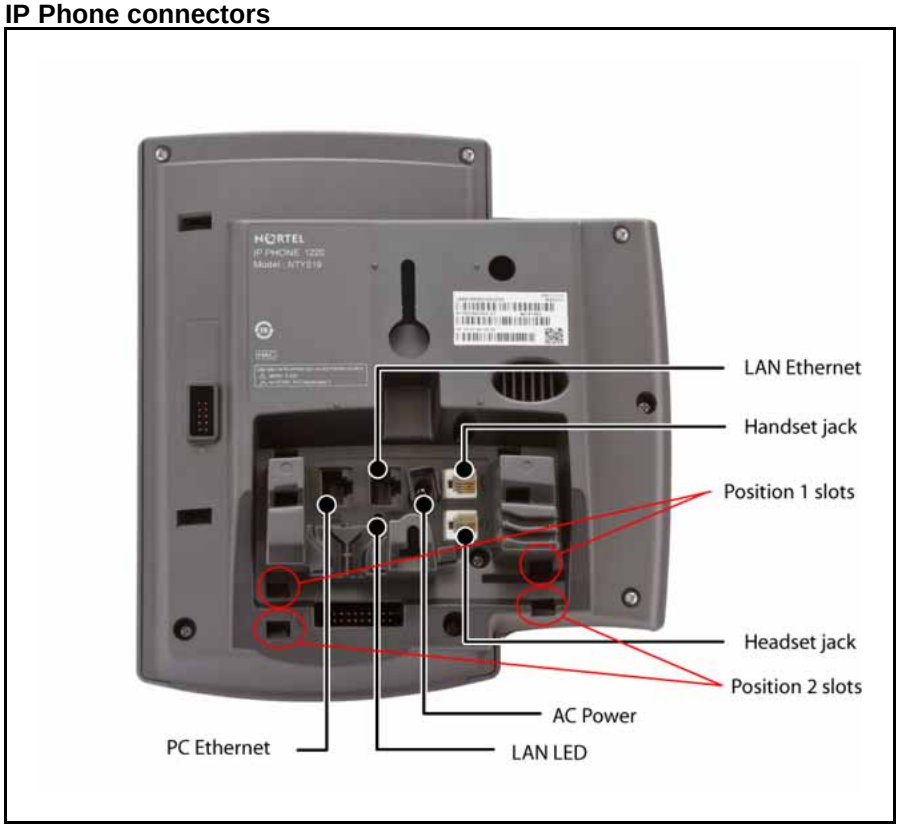
Procedure job aid

The following figure identifies and shows the location of the connectors on the back of IP Phone 1210.

Figure 4
IP Phone connectors



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Logging on

Follow this procedure to log on to the network. If the Centrex IP Client Manager (CICM) is set up as part of a group of CICMs, you can choose which CICM to connect to. After you select a gateway, the terminal directs itself at that CICM and the Username screen appears.

If a firmware upgrade for the IP Phone is available, the system prompts you to upgrade when you log on. If the firmware level is between the minimum and maximum level set by the administrator, Yes and No options appear on the soft keys. If the terminal is below the minimum level, the only option available is Yes. You cannot log on until you perform the upgrade.

To perform an upgrade, see “Performing a firmware upgrade” (page 75).

Step	Action
1	If the Selective Gateway Login feature is configured on your system, navigate through the list to select the gateway.
2	When the gateway you want appears, press **Ok**, or start entering your user name. If the Username screen appears when you start to enter your user name, the characters you already entered appear at the beginning of the field.
3	If you make a mistake, press **Clear** to clear the field, and then enter the user name again. If your user name is too long for the display (longer than 15 characters), the digits scroll to the left and an ellipsis appears to the left of the user name.
4	Press **Ok**, or press the send key. The password screen appears.
5	Enter your password. For security, the password characters are displayed as asterisks (*).

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6 If you make an error, press **Clear** to clear the field, and then enter the password again.

7 Press **Ok**, or press the send key.

You are logged on and the Menu screen appears.

--End--

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Logging off

Follow this procedure to log off from the network.

Step	Action
1	From the main menu, select **Logoff**.
2	Press **Ok**, or press the send key. A confirmation screen appears.
3	Confirm the action. You are logged off from the network.

--End--

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Making a call

Follow one of these procedures to make a call.

Navigation

- “Making a call using off-hook dialing” (page 31)
- “Making a call using handsfree dialing” (page 31)
- “Making a call using predial” (page 32)
- “Editing a predialed number” (page 32)

Making a call using off-hook dialing

Follow this procedure to make a call using off-hook dialing.

Step	Action
1	Lift the handset from the cradle. The primary line is active and you hear a dial tone.
2	Use the dialpad to enter the number.
3	When the call is answered, begin speaking.

--End--

Making a call using handsfree dialing

Follow this procedure to make a call using handsfree dialing.

See Figure 1 "IP Phone 1210 components" (page 10) for the location of the handsfree key.

Step	Action
1	Press a line key.

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A line is selected and you hear a dial tone.

2 Use the dialpad to enter the number.

3 When the call is answered, begin speaking.

4 For privacy, lift the handset.

5 To return to handsfree mode, press the handsfree key and place the handset in the cradle.

The handsfree feature is active.

--End--

Making a call using predial

Follow this procedure to use the predial feature to make a call.

Step	Action
1	Before you press a line key or lift the handset, use the dialpad to enter the number. The number is entered into the terminal.
2	When you want to make the call, press **Ok**, or press the send key. The number is dialed.
3	When the call is answered, begin speaking.

--End--

Editing a predialed number

Follow this procedure to edit a number held in the predialed state.

Prerequisites

A number must be predialed.

Step	Action
1	Perform one of these steps. • To delete numbers that appear to the left of the cursor, press **Bkspc**. • To delete numbers that appear to the right of the cursor, press **Delete**.

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2 Use the dialpad to enter the new number.

--End--

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Answering calls

Follow these procedures to answer calls. Incoming calls cause the telephone to sound and the message indicator lamp to flash.

See Figure 1 "IP Phone 1210 components" (page 10) for the location of the keys.

Answering a call

Follow this procedure to answer a call.

Step	Action
1	Perform one of these actions to answer a call: • Lift the handset. • To answer a call using the handsfree feature, press the handsfree key. • To answer a call while wearing a headset, press the headset key.

--End--

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Ending a call

Follow this procedure to terminate an active call.

The Goodbye key is useful for dropping out of a conference call or exiting voice mail. See Figure 1 "IP Phone 1210 components" (page 10) for the location of the key.

Step	Action
1	Perform one of these actions: • Return the handset to the cradle. • Press the **Goodbye** key. The call ends.

--End--

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While on an active call

Follow these procedures to put a call on hold, transfer a call, use the Mute key, and use the conference call feature.

Navigation

- “Using call hold” (page 39)
- “Transferring a call” (page 39)
- “Using conference call” (page 40)
- “Using the mute feature” (page 41)

Using call hold

The Hold feature allows you to suspend a call without terminating it. Follow this procedure to use the hold feature.

Step	Action
1	To put a call on hold, press the **Hold** key. The call is suspended. On the display, an indicator flashes beside the line on which the call is held.
2	Press the key beside the flashing indicator in the display. The call is active again.

--End--

Transferring a call

Follow this procedure to transfer a call to another extension.

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Step	Action
1	During an active call, press the key to which the transfer feature is assigned. The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.
2	Use the dialpad to enter the number to which to transfer the call.
3	When that number rings or is answered, press the transfer key again. The call is transferred.
4	If the call is not answered, press the line key to resume and terminate the call.

--End--

Using conference call

Follow this procedure to engage in a conference call.

The Three Way Call (3WC) feature allows you to add three calls to a conference. If six port conference is available, you can add a maximum of six calls to a conference. If six port conference is available, **Conf** appears beside a feature key in the display.

Step	Action
1	During a call, press the key to which the conference call feature is assigned, either **3WC** or **Conf**. The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.
2	Dial the number of the person you want to add to the call. At this time, you can talk privately to the person you are adding, to announce the conference.
3	Press the conference key again to merge the calls.
4	Repeat steps 2 and 3, to include a maximum of six calls.
5	If you make a mistake dialing, or a party does not want to be included in the conference, press the extension key of the conference call to reconnect to the conference.

--End--

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Using the mute feature

Muting prevents the transmission of sounds through the microphone. Follow this procedure to use the mute feature.

Step	Action
1	While on a call, press the **Mute** key. A red light is turned on to indicate the mute feature is enabled.
2	To turn off the feature, press the **Mute** key again. The light turns off and the feature is disabled.

--End--

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Using call forward

Follow this procedure to forward calls to another IP Phone when you are away from your desk.

Step	Action
1	To activate call forward without lifting the handset, press the key to which the Forward feature is assigned.
2	Use the dialpad to enter the extension to which you want to forward your incoming calls.
3	Press the forward key again. An icon appears in the display, beside the forward key label.
4	To turn off call forward, press the forward key. The feature is deactivated and the icon disappears from the display.

--End--

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Navigating the menu system

Follow these procedures to navigate and select items from the main menu.

Menu items can be selected with a shortcut key. The shortcut key is the number on the dialpad that corresponds to the number of the menu item. Only items numbered 0 through 9 can be opened by a shortcut key.

Use the navigation keys to scroll through menus and screens. See "How to use the navigation keys" (page 18), for details.

Navigation

- "Navigating the main menu" (page 45)
- "Navigating the Audio menu" (page 46)
- "Navigating the Feature menu" (page 46)
- "Navigating the Time menu" (page 47)
- "Navigating the User menu" (page 47)

Navigating the main menu

Follow this procedure to open the main menu.

Step	Action
1	Press **Menu**, or press the services key. The main menu appears.
2	To select an item in a menu, perform one of these actions: • Select the item, and press **Ok**, or press the send key. • Press the shortcut key.

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The selected menu appears.

--End--

Navigating the Audio menu

If you have permission to change the default volume on the handset, headset, and handsfree speaker, an item called Audio appears in the main menu. If you do not have permission, Audio Profile appears instead.

Follow this procedure to use the Audio menu.

Step	Action
1	From the main menu, select and open **Audio**. The Audio menu appears.
2	Perform one of these actions: • Select and open **Profile**. See “Viewing and editing the audio profile” (page 49). • Select and open **Default Volumes**. See “Resetting a default volume” (page 51). • Select and open **Play Ring Patterns**. See “Selecting a ring tone” (page 52).

--End--

Navigating the Feature menu

Follow this procedure to open the Feature menu.

Step	Action
1	From the main menu, select and open **Feature**. The Feature menu appears.
2	Perform one of these actions: • Select and open **Assign**. See “Using the Assign menu” (page 55). • Select and open **Label**. See “Labeling a feature key” (page 59). • Select and open **Options**.

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See “Using the Options menu” (page 59).

- Select and open **Reset**.
  See “Resetting the feature key to the default settings” (page 61).

--End--

Navigating the Time menu

Follow this procedure to navigate the Time menu. Use this menu to configure the formats used by the display to show the time and date.

Step	Action
1	From the main menu, select and open **Time**. The Time menu appears.
2	Perform one of these actions: • Select and open **Hours from GMT**. See “Selecting the time zone” (page 65). • Select and open **Daylight Saving**. See “Enabling Daylight Saving Time” (page 65). • Select and open **Time Forma**. See “Setting the time format” (page 66). • Select and open **Date Format**. See “Setting the date format” (page 67). • Select and open **Reset**. See “Resetting the default time” (page 68).

--End--

Navigating the User menu

Follow this procedure to open the User menu.

Step	Action
1	From the main menu, select and open **User**. The User menu appears.
2	Perform one of these actions:

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- Select and open **Username**.
  See “Viewing your user name” (page 69).
- Select and open **Login Type**.
  See “Viewing your login type” (page 69).
- Select and open **Auto Login**.
  See “Viewing, disabling, or enabling the auto login feature” (page 70).
- Select and open **Password**.
  See “Changing your password” (page 71).

--End--

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Using the Audio menu

Follow these procedures to view and edit your audio settings. Your system administrator must grant you permission to edit your audio settings.

Navigation

- "Viewing and editing the audio profile" (page 49)
- "Viewing and editing the default volumes" (page 50)
- "Resetting a default volume" (page 51)
- "Selecting a ring tone" (page 52)

Viewing and editing the audio profile

Follow this procedure to view and edit your audio profile.

The audio profiles available to you depend on those selected by the system administrator. The administrator sets various CODECs, for example, G711, G729, and Quality of Service levels. Contact your administrator for recommended profiles.

Prerequisites

You must have permission to edit the audio profile. If the administrator has granted you permission, a check mark appears beside the active profile in the display.

Step	Action
1	From the main menu, perform ones of these actions: • If Audio appears in the main menu, select and open **Audio**. Then from the Audio menu, select and open **Profile**. • If Audio Profile appears in the main menu, select and open it.

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The Profile screen appears, showing your audio profile. If you have permission to edit your profile, a check mark appears beside the active profile.

2 If you have permission and want to edit, you audio profile, press **Ok** or press the send key.

A list of available profiles appears.

3 Select the profile you want.

A check mark appears beside the selection.

4 Press **Ok** or press the send key, to save the setting.

The new profile is saved and you return to the main menu.

--End--

Viewing and editing the default volumes

Follow this procedure to change the default volume of the handset, headset, handsfree speaker, ringer, or buzzer.

Step	Action
1	From the main menu, select **Audio**.
2	From the **Audio** menu, use the up/down cursor keys to select Default Volumes and press **Ok**.
3	You are now presented with a list of audio devices whose default volumes may be adjusted. Use the up/down cursor keys to find the device you wish to adjust and press **Ok**.
4	If you selected **Handset** or **Handsfree**, another menu opens. The selected audio device is listed on the screen and the current default volume setting is depicted in a bar graph display on the screen.
5	Press the right cursor key to increase the default volume level of the selected audio device; press the left cursor key to decrease the default volume level of the selected audio device. Press **Ok** and the settings will be saved. Press **Cancel** to exit this menu without saving any changes made to the default volume level for the selected audio device. Pressing reset will set the volume level to the nominal level of 0dB and save this new setting.
6	If you selected **Ringer** or **Buzzer**, another menu opens. The selected audio device is listed on the screen and the current default volume setting is depicted in a bar graph display on the screen.
7	Press the right cursor key to increase the default volume level of the selected audio device; press the left cursor key to decrease

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the default volume level of the selected audio device. Press cancel to exit this menu without saving any changes made to the default volume level for the selected audio device. Pressing reset will set the volume level to the nominal level. Press **Ok** and the settings will be saved.

8 You may also press **Play** to hear the volume level of the ringer or buzzer volume settings.

9 Also included in the menu for default volumes is the Help option.

--End--

Viewing and editing the dialpad feedback

Follow this procedure to view and edit the dialpad feedback.

Step	Action
1	From the main menu, select **Audio**.
2	From the **Audio** menu, use the up/down cursor keys to select **Dialpad feedback**. You are now presented with a list of options for Dialpad feedback. A check mark appears beside the current selection.
3	To change the settings, use the up/down cursor keys to find the option you want and then press **Ok**.

--End--

Resetting a default volume

Follow this procedure to reset the default volume of the handset, the headset, or the handsfree speaker.

Step	Action
1	From the main menu, select and open **Audio**. The Audio menu appears.
2	Navigate through the menu and select **Default Volumes**.
3	Select the transducer you want to reset to the default.
4	Press **Ok**, or the send key. The Default Volumes menu appears.
5	Scroll through the menu and select **Default**.

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6	Press **Apply** to confirm the action. The default volume is applied the next time the transducer is used.

--End--

Selecting a ring tone

Follow this procedure to select a ring tone.

You can listen to a ring tone before you select it, through the Play and Stop options.

Prerequisites

The system administrator must grant you permission to change your ring tone.

Step	Action
1	From the main menu, select and open **Audio**. The Audio menu appears.
2	Scroll through the menu and select **Play Ring Patterns**. The list of ring tones appears.
3	To hear a ring tone before you select it, select a ring tone from the list and press **Play**. Press Stop to stop the ring tone from playing.
4	To select a ring tone, press **Apply**.

--End--

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Adjusting the contrast level of the display

Follow this procedure to adjust the contrast level of the display.

Step	Action
1	From the main menu, select and open **Display** The Contrast screen appears.
2	Perform one of these actions: • To decrease the contrast, press the left navigation key. • To increase the contrast, press the right navigation key. The percentage scale on the screen shows the degree of change. The level decreases or increases each time you press the key.
3	Stop pressing the key when you find the contrast you like.
4	Press **Ok**, or press the send key. The current contrast level is saved and you return to the previous screen.

--End--

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Using the Feature menu

Follow these procedures to use the Feature menu.

When you access the Feature menu, a numbered list of the features provisioned on each key is displayed. The number displayed indicates the key to which the feature is assigned to your line on the Communications Server 2000.

Features are assigned by your system administrator, so the features you have available may differ from those described in this User Guide.

Changing the keys to which a feature is associated does not create new functionality.

Navigation

- "Using the Assign menu" (page 55)
- "Defining the key type" (page 56)
- "Assigning a directory entry to a feature key" (page 57)
- "Enabling or disabling autoscroll" (page 57)
- "Enabling or disabling the Inbox feature" (page 58)
- "Labeling a feature key" (page 59)
- "Using the Options menu" (page 59)
- "Enabling or disabling auto hide" (page 59)
- "Selecting the default line key" (page 60)

Using the Assign menu

Follow this procedure to open the Assign menu.

Step	Action
1	From the main menu, open the **Feature** menu.

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2 On the terminal, select the key that you want to assign to a different feature.

3 From the **Feature** menu, select and open **Assign**.

4 Press **Ok**, or press the send key.

The Assign menu appears.

--End--

Defining the key type

Follow this procedure to define the key type.

Each feature key can be defined in one of two ways: Central or Local. A feature key defined as Central can have a Centrex feature, such as Call Forward, assigned to it. A feature key defined as Local can have a directory entry assigned to it. By default, all feature keys are defined as Central.

For further information about Centrex features, see *CICM Fundamentals*, (NN10044-111).

Step	Action
1	From the main menu, open the **Feature** menu. A list of the feature keys and their current assignments appears.
2	Select a key to change. The Feature submenu appears.
3	Select and open **Assign**. If the key you selected in step 2 is assigned to a Centrex feature, these soft key labels appear: Key Type and Autoscroll.
4	Press **Key Type**. The Key Type screen appears. A check mark appears beside the type currently assigned to the key.
5	Perform one of these actions: • To change Central to Local, select **Local**. • To change Local to Central, select **Central**.
6	Press **Ok**, or press the send key. The key type is changed and a check mark appears beside the selection.

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7	To assign a directory entry to a Local key, see “Assigning a directory entry to a feature key” (page 57).

--End--

Assigning a directory entry to a feature key

Follow this procedure to assign a directory entry to a feature key. Assigning a directory entry to a feature key gives you the ability to speed dial that number when you press the key.

Prerequisites

The feature key you select must be defined as Local, see “Defining the key type” (page 56).

Step	Action
1	From the main menu, open the **Feature** menu. A list of the feature keys and their current assignments appears.
2	Select the key defined as Local. The Assign menu appears.
3	Press **Feature**. The directory contact list appears.
4	Scroll through the list and select the entry to assign to the feature key.
5	Press **Ok**, or press the send key. A check mark appears beside that entry in the directory. The number is dialed when you press the key.

--End--

Enabling or disabling autoscroll

If autoscroll is enabled, the IP Phone automatically directs you to the screen for the active feature. For example, if your secondary Directory Number (DN) is configured on screen two, and you get a call to that number, the feature screens scroll to page two. You can answer the call immediately without searching for the screen.

Follow this procedure to enable or disable the autoscroll feature.

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Step	Action
1	From the main menu, open the **Feature** menu.
2	From the **Feature** menu, select and open **Assign**. The Assign menu appears.
3	From the **Assign** menu, select **AutoScroll**.
4	Press **Ok**, or press the send key. The AutoScroll screen appears.
5	Perform one of these actions: • To enable AutoScroll, select **Enable**. • To disable AutoScroll, select **Disable**.
6	Press **Ok**, or press the send key. A check mark appears beside the item to indicate your choice. You return to the Assign menu.

--End--

Enabling or disabling the Inbox feature

Follow this procedure to enable the Inbox feature. The Inbox maintains a log of the 10 most recent incoming calls.

Step	Action
1	From the main menu, open the **Feature** menu.
2	From the **Feature** menu, select and open **Assign**. The Assign menu appears.
3	From the **Assign** menu, select **Inbox**. The Inbox screen appears.
4	Perform one of these actions: • To enable the Inbox, select **Enable**. • To disable the Inbox, select **Disable**.
5	Press **Ok**, or press the send key. A check mark appears beside the item to indicate your choice. You return to the Assign menu.

--End--

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Labeling a feature key

Follow this procedure to change the label associated with a feature.

If you are unfamiliar with how to use the dialpad to enter text, see “Using the dialpad to enter text” (page 77) before you begin this procedure.

Step	Action
1	From the main menu, open the **Feature** menu.
2	From the **Feature** menu, select and open **Label**. The Enter Label screen appears.
3	Press **Clear** to delete the current label.
4	Use the dialpad to enter the new label.
5	To correct the label, press **Bkspc**.
6	When you have correctly entered the new label, press **Ok**, or press the send key. The new label is applied. You return to the Feature menu.

--End--

Using the Options menu

Follow this procedure to open the Options menu.

Step	Action
1	From the main menu, open the **Feature** menu.
2	From the **Feature** menu, select **Options**.
3	Press **Ok**, or press the send key. The Options menu appears.

--End--

Enabling or disabling auto hide

When you enable the Auto Hide feature, only those features that are relevant to the current activity on your phone appear in the display.

For example, the Call Transfer and Three Way call features can only be activated when a user has a call in progress. Auto Hide prevents features such as Call Transfer and Three Way Call from being displayed on a IP Phone while the user’s line is idle. Instead, Auto Hide will display a feature

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provisioned on the user's line that is relevant to their current call state, such as Call Forward and Make Set Busy, (which can only be activated while the user's line is idle). Conversely, displaying either of these features against a key while the user is active in a call is not necessary.

Some features are configured so that they are never hidden, because they are relevant when the user's line is both idle and active.

The features relevant states are configured by your administrator.

You cannot change the administrator settings for each feature, but you can enable Auto Hide (to show only the relevant features), or disable Auto Hide (to show all features all of the time, regardless of their relevance to the current state of the phone).

Follow this procedure to enable or disable the Auto Hide feature. When you complete this procedure, you must log out, and then log back in for the functionality to take effect.

Step	Action
1	From the main menu, open the **Feature** menu.
2	From the **Feature** menu, select and open**Options**. The Options menu appears.
3	From the **Options** menu, select **Auto Hide**. The Auto Hide screen appears.
4	Perform one of these actions: • To enable Auto Hide, select **Enable**. • To disable Auto Hide, select **Disable**.
5	Press **Ok**, or press the send key. A check mark appears beside your selection. You return to the Options menu.

--End--

Selecting the default line key

Follow this procedure to select a feature key to be your default line key.

Step	Action
1	From the main menu, open the **Feature** menu.

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2 From the **Feature** menu, select and open **Options**.

The Options menu appears.

3 From the **Options** menu, select **Default Feature**.

The Default Features screen appears, showing a list of available keys.

4 Scroll through the list to select the key that you want to assign as your default line key.

5 Press **Ok**, or press the send key.

The selected key is now your default line key. You return to the Options menu.

--End--

Resetting the feature key to the default settings

Follow this procedure to reset the feature keys to the default settings.

Step	Action
1	From the main menu, open the **Feature** menu.
2	From the **Feature** menu, select and open **Reset**. The Reset screen appears.
3	Press **Yes**, or press the send key. The keys are reset to the default settings. You return to the Feature menu.

--End--

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Selecting a language

Follow this procedure to select your language preference.

Step	Action
1	From the main menu, select and open **Language**. A list of available languages appears.
2	Scroll through the list and select your preferred language.
3	Press **Ok**, or press the send key. The terminal now displays text in the selected language.
4	Press **Cancel**. You return to the main menu.

--End--

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Using the Time menu

Follow procedures in this section to configure time and date formats.

Navigation

- "Selecting the time zone" (page 65)
- "Enabling Daylight Saving Time" (page 65)
- "Disabling Daylight Saving Time" (page 66)
- "Setting the time format" (page 66)
- "Setting the date format" (page 67)
- "Resetting the default time" (page 68)

Selecting the time zone

Follow this procedure to select the time zone.

Step	Action
1	From the main menu, open the Time menu.
2	From the **Time** menu, select and open **Hours from GMT**. The Hours from GMT screen appears.
3	Scroll through the list and select the time zone.
4	Press **Ok**, or press the send key. The time displayed changes to that of the selected zone.

--End--

Enabling Daylight Saving Time

Follow this procedure to set Daylight Saving Time.

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Step	Action
1	From the main menu, open the **Time** menu.
2	From the **Time** menu, select and open **Daylight Saving**. The Daylight Saving screen appears. The word Off appears with a check mark beside it, to indicate that the feature is disabled.
3	Select **On**.
4	Press **Ok**, or press the send key. Daylight Savings Time is enabled. The word On appears with a check mark beside it, to indicate the feature is enabled. You return to the previous screen.

--End--

Disabling Daylight Saving Time

Follow this procedure to disable Daylight Saving Time.

Step	Action
1	From the main menu, open the **Time** menu.
2	From the **Time** menu, select and open **Daylight Saving**. The Daylight Saving screen appears. The word On appears with a check mark beside it, if the feature is enabled.
3	Select **Off**. Daylight Saving Time is disabled. The word Off appears in the display, with a check mark beside it. You return to the previous screen.

--End--

Setting the time format

Follow this procedure to set the time format the terminal uses to display the current time. The time format choices are:

- 12-hour clock
- French
- 24-hour clock

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Step	Action
1	From the main menu, open the **Time** menu.
2	From the **Time** menu, select and open **Time Format**. The Time Format screen appears.
3	Scroll through the Time Format options to select the format you want. A check mark appears beside the format currently in use.
4	To enable a format, select it and press **Ok**, or press the send key. A check mark appears beside the option, to indicate that it is enabled. The time is displayed in the selected format. You return to the previous screen.

--End--

Setting the date format

Follow this procedure to set the date format the terminal uses to display the current date. When month (mmm) is selected, the display shows an abbreviated name, Oct for example, and not a number.

The date format choices are:

- mmmdd
- ddmmm
- mm/dd
- dd/mm

Step	Action
1	From the main menu, open the **Time** menu.
2	From the **Time** menu, select and open **Date Format**.
3	Press **Ok**, or press the send key. The Date Format screen appears.
4	Scroll through the Date Format options to select the format you want. A check mark appears beside the format currently in use.
5	To enable a format, select it and press **Ok** or press the send key.

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A check mark appears beside the option, to indicate that it is enabled. The date is displayed in the selected format. You return to the previous screen.

--End--

Resetting the default time

Follow this procedure to reset the terminal to the default time.

Step	Action
1	From the main menu, open the **Time** menu.
2	Form the **Time** menu, select and open **Reset**. A confirmation screen appears.
3	Confirm the action. The terminal reverts to the default time settings. You return to the previous screen.

--End--

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Using the User menu

Follow procedures in this section to view and edit your User profile.

Navigation

- “Viewing your user name” (page 69)
- “Viewing your login type” (page 69)
- “Viewing, disabling, or enabling the auto login feature” (page 70)
- “Changing your password” (page 71)

Viewing your user name

Follow this procedure to view your user name.

Step	Action
1	From the main menu, open the **User** menu.
2	From the **User** menu, select **Username**. The Username screen appears, showing your user name.

--End--

Viewing your login type

Follow this procedure to view your login type.

The terminal can operate in one of two login types:

- Unique—the ability to join a session with an m6350 SoftClient is not enabled.
- Joint—the ability to operate in a joint session with an m6350 SoftClient is enabled.

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Step	Action
1	From the main menu, open the **User** menu.
2	From the **User** menu, select and open **Login Type**. The Unique screen appears. If Unique is enabled, Ok appears above the far left soft key.
3	Press the down navigation key to view the Joint screen. If Joint is enabled, Ok appears above the far left soft key.

--End--

Viewing, disabling, or enabling the auto login feature

Any maintenance activity, for example a firmware upgrade, forces a log off from the network. If you enable auto login, you are automatically logged on to the IP Client Manager when the terminal is available again.

Prerequisites

You must have permission to edit the auto login feature. If you have permission, a check mark appears next to Enabled when the screen appears.

Follow this procedure to view, enable, or disable the auto login feature.

Step	Action
1	From the main menu, open the **User** menu.
2	From the **User** menu, select and open **Auto Login**. The Auto Login screen appears displaying your Auto Login profile. If you do not have permission to edit this feature, the procedure is finished.
3	If you have permission to edit this feature, press **Ok**, or press the send key. The Enabled screen appears. A check mark appears if the feature is enabled.
4	Perform one of these steps. • To enable Auto Login, select **Enable**. • To disable Auto Login, select **Disable**.

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5	Press **Ok**, or press the send key. A check mark appears beside the item you selected. You return to the Auto Login screen.

--End--

Changing your password

Follow this procedure to change your password.

If you are unfamiliar with how to use the dialpad to enter text, see “Using the dialpad to enter text” (page 77) before you perform this procedure.

Step	Action
1	From the main menu, open the **User** menu.
2	From the **User** menu, select and open **Password**. The Old Password screen appears. They system prompts you to enter your old password.
3	Use the dialpad to enter the old password.
4	After you enter the old password, use the dialpad to enter the new password in the same screen.
5	Press **Ok**, or press the send key. The password is changed and you return to the previous menu. Use the new password the next time you log on.

--End--

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Testing the local mode

The Diagnostics menu is mainly used by an administrator for registering the terminal with a Survivable Remote Gateway.

Follow this procedure to test the local mode.

Step	Action
1	From the main menu, open the **Diagnostics** menu.
2	From the **Diagnostics** menu, select **Test Local Mode**.
3	Press **Ok**, or press the send key. A confirmation screen appears.
4	Press **Yes**. The terminal transitions to its secondary IP address and temporarily disconnects from the IP Client Manager.

--End--

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Performing a firmware upgrade

If a firmware upgrade for the IP Phone is available, the system prompts you to upgrade when you log on. If the firmware level is between the minimum and maximum level set by the administrator, Yes and No options appear on the soft keys. If the terminal is below the minimum level, the only option is yes. You cannot log on until you perform the upgrade.

While an upgrade is in progress, the terminal reboots and becomes temporarily unavailable.

Follow this procedure to upgrade the IP Phone firmware.

Step	Action
1	From the main menu, select and open **Upgrade**.
	The Upgrade confirmation screen appears.
2	Confirm the action.
	A second confirmation screen appears.
3	Press **Yes**, or press the send key.
	The firmware is downloaded.

--End--

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Using the dialpad to enter text

Follow this procedure to use the dialpad to enter text.

On the dialpad, keys numbered 2 through 9 each have three letters associated with them. When entering text, press the key once to enter the first letter, twice to enter the second letter, and three times to enter the third letter.

Step	Action
1	To enter text, find the number key associated with the letter you want to enter, and perform one of these actions: • To enter the first letter, press the key once. • To enter the second letter, press the key twice. • To enter the third letter, press the key three times. The letter appears on the display.
2	To enter special characters perform theses actions. See “Procedure job aid” (page 78) for the list of special characters that are available. • Press the **Symbol** soft key. A list of symbols opens. • Scroll through the list and select the symbol. • Press **Ok**, or press the send key, to enter the symbol.

--End--

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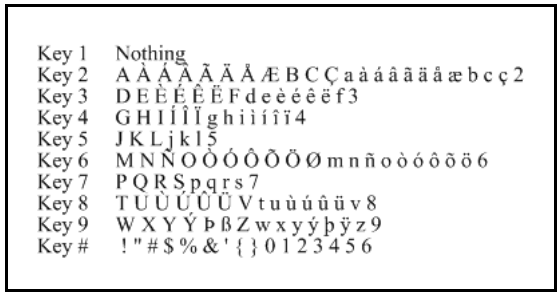
Procedure job aid

Figure 5
Special characters


Key 1 Nothing
Key 2 A À Á Â Ã Ä Å Æ B C Ç a à á â ã ä å æ b c ç 2
Key 3 D E È É Ê Ë F d e è é ê ë f 3
Key 4 G H I Í Î Ï g h i ì í î ï 4
Key 5 J K L j k l 5
Key 6 M N Ñ O Ò Ó Ô Õ Ö Ø m n ñ o ò ó ô õ ö 6
Key 7 P Q R S p q r s 7
Key 8 T U Ù Ú Û Ü V t u ù ú û ü v 8
Key 9 W X Y Ý Þ ß Z w x y ý þ ÿ z 9
Key # ! " # $ % & ' { } 0 1 2 3 4 5 6

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Access Code summary

Contact you system administrator for a list of features available on your IP Phone, and the corresponding Access Codes.

Use this table to keep track of the feature Access Codes.

Feature	Access Code	Feature	Access Code

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IP Phone 1210

IP Phone 1210 User Guide — CICM

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